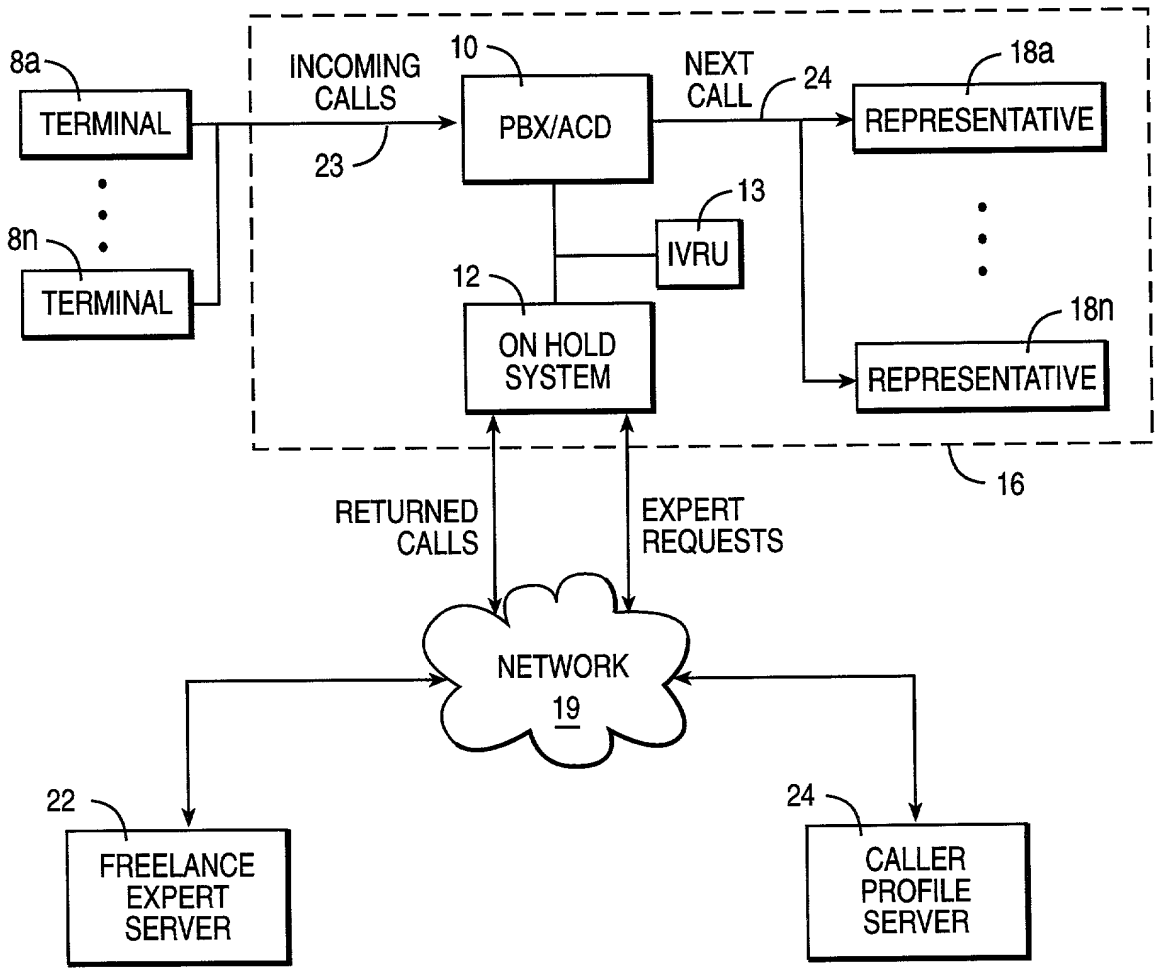
8a
TERMINAL
8n
TERMINAL
INCOMING CALLS
23
10
PBX/ACD
NEXT CALL
24
18a
REPRESENTATIVE
13
IVRU
12
ON HOLD SYSTEM
18n
REPRESENTATIVE
16
RETURNED CALLS
EXPERT REQUESTS
NETWORK
19
22
FREELANCE EXPERT SERVER
24
CALLER PROFILE SERVER

FIG. 1

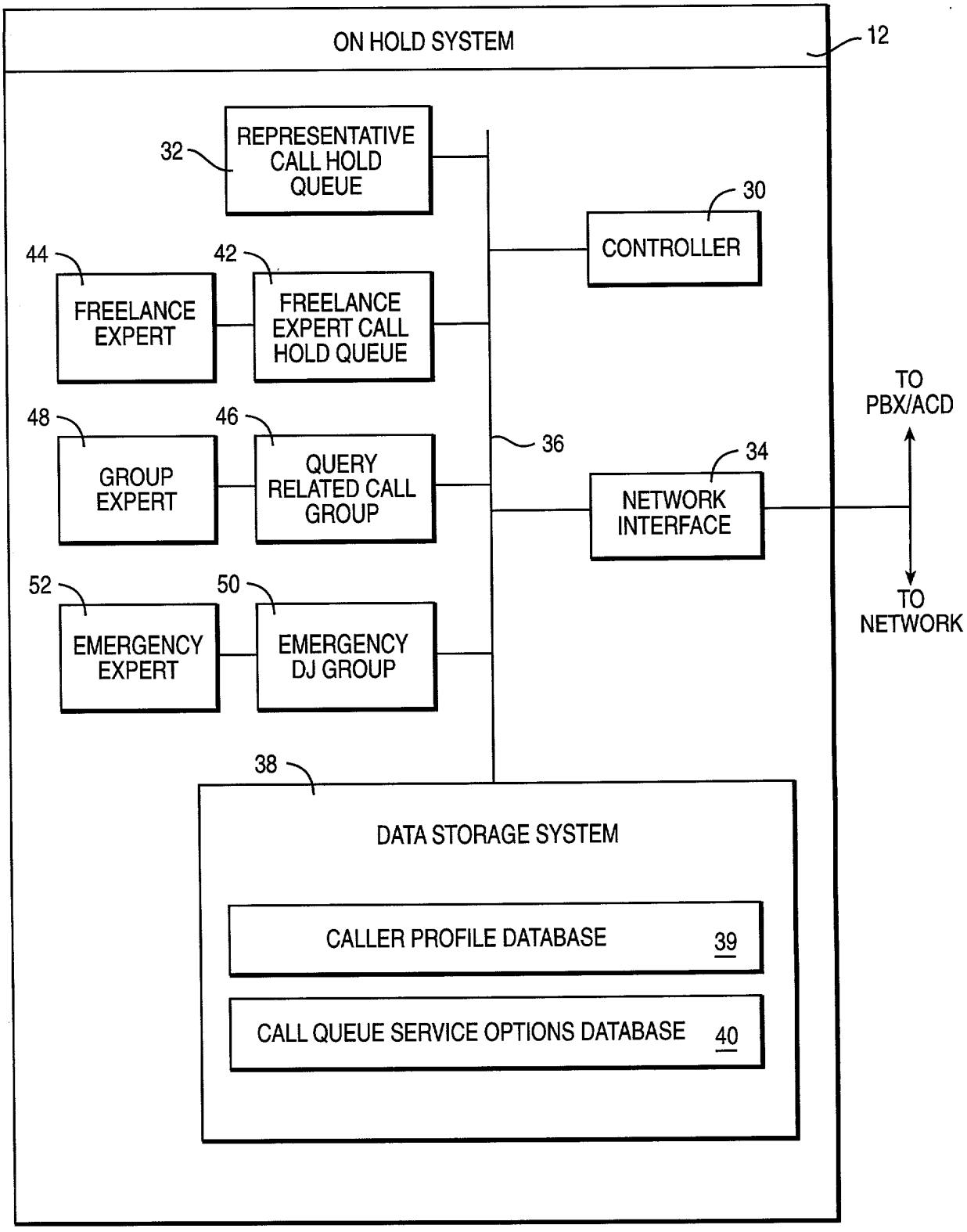
ON HOLD SYSTEM
12
REPRESENTATIVE CALL HOLD QUEUE
32
CONTROLLER
30
FREELANCE EXPERT
44
FREELANCE EXPERT CALL HOLD QUEUE
42
GROUP EXPERT
48
QUERY RELATED CALL GROUP
46
36
NETWORK INTERFACE
34
TO PBX/ACD
TO NETWORK
EMERGENCY EXPERT
52
EMERGENCY DJ GROUP
50
38
DATA STORAGE SYSTEM
CALLER PROFILE DATABASE
39
CALL QUEUE SERVICE OPTIONS DATABASE
40

FIG. 2

REPRESENTATIVE CALL HOLD QUEUE		
POSITION	**CALLER ID**	**OPTION**
1	5120001111	MUSIC
2	5120002222	FREELANCE #4
3	5120003333	EMERGENCY
4	5120004444	EMERGENCY
5	5120005555	EMERGENCY
6	5120006666	PRINTER GROUP
7	5120007777	MODEM GROUP
8	5120008888	FREELANCE #4
9	5120009999	PRINTER GROUP

60

FIG. 3

FREELANCE EXPERT CALL HOLD QUEUE		
POSITION	**CALLER ID**	**OPTION**
1	5120002222	HARDWARE A
2	5120008888	HARDWARE A

70

FIG. 4

QUERY RELATED CALL GROUP DATABASE		
PARTICIPANT ID	**CALLER ID**	**BROADCAST QUEUE**
006	5120006666	5
009	5120009999	-

80

FIG. 5

EMERGENCY DJ GROUP DATABASE		
PARTICIPANT ID	**CALLER ID**	**QUESTION QUEUE**
003	5120003333	2
004	5120004444	1
005	5120005555	4

90

FIG. 6

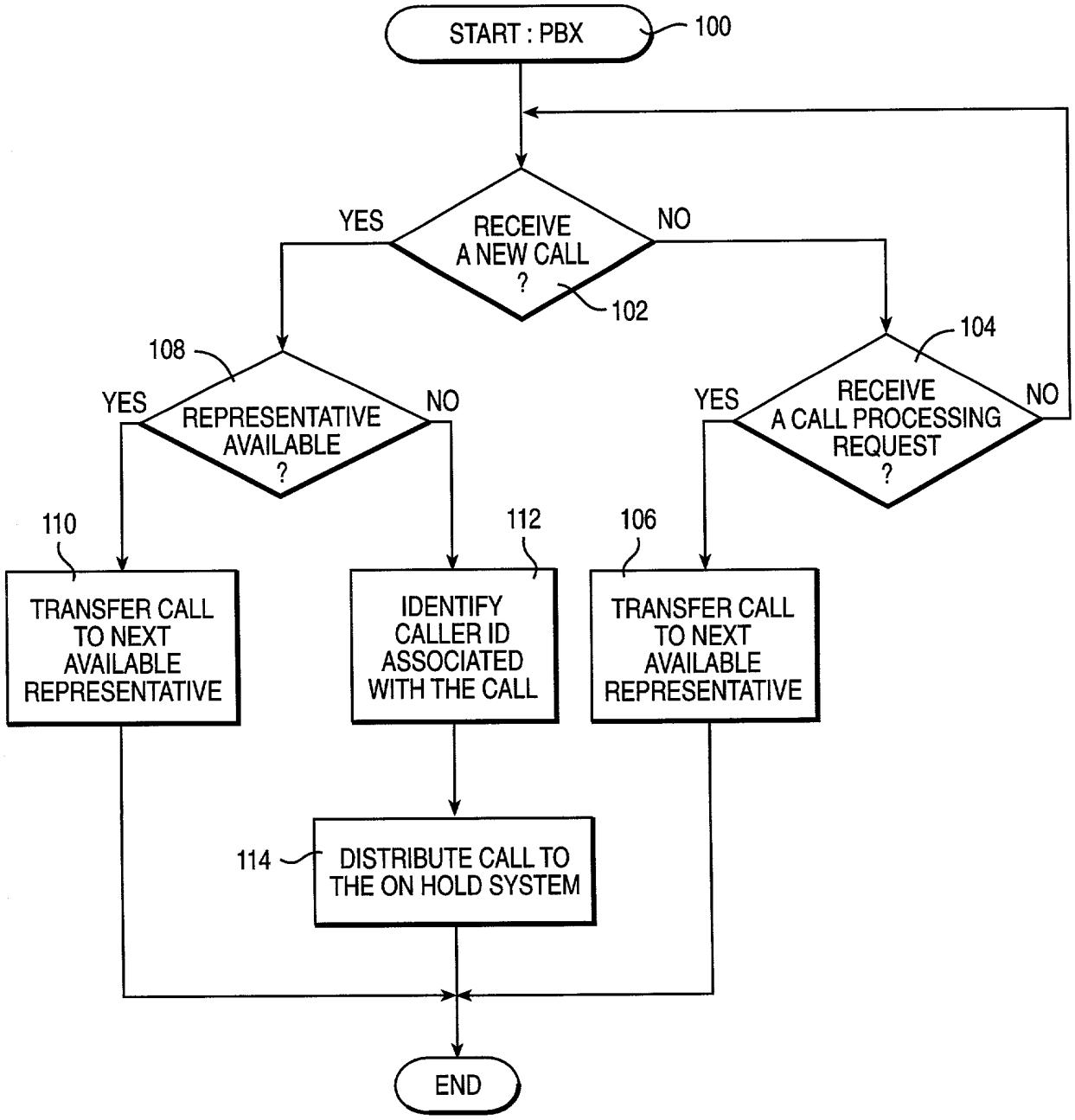
START : PBX
100
RECEIVE A NEW CALL ?
102
YES
NO
108
REPRESENTATIVE AVAILABLE ?
YES
NO
104
RECEIVE A CALL PROCESSING REQUEST ?
YES
NO
110
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE
112
IDENTIFY CALLER ID ASSOCIATED WITH THE CALL
106
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE
114
DISTRIBUTE CALL TO THE ON HOLD SYSTEM
END

FIG. 7

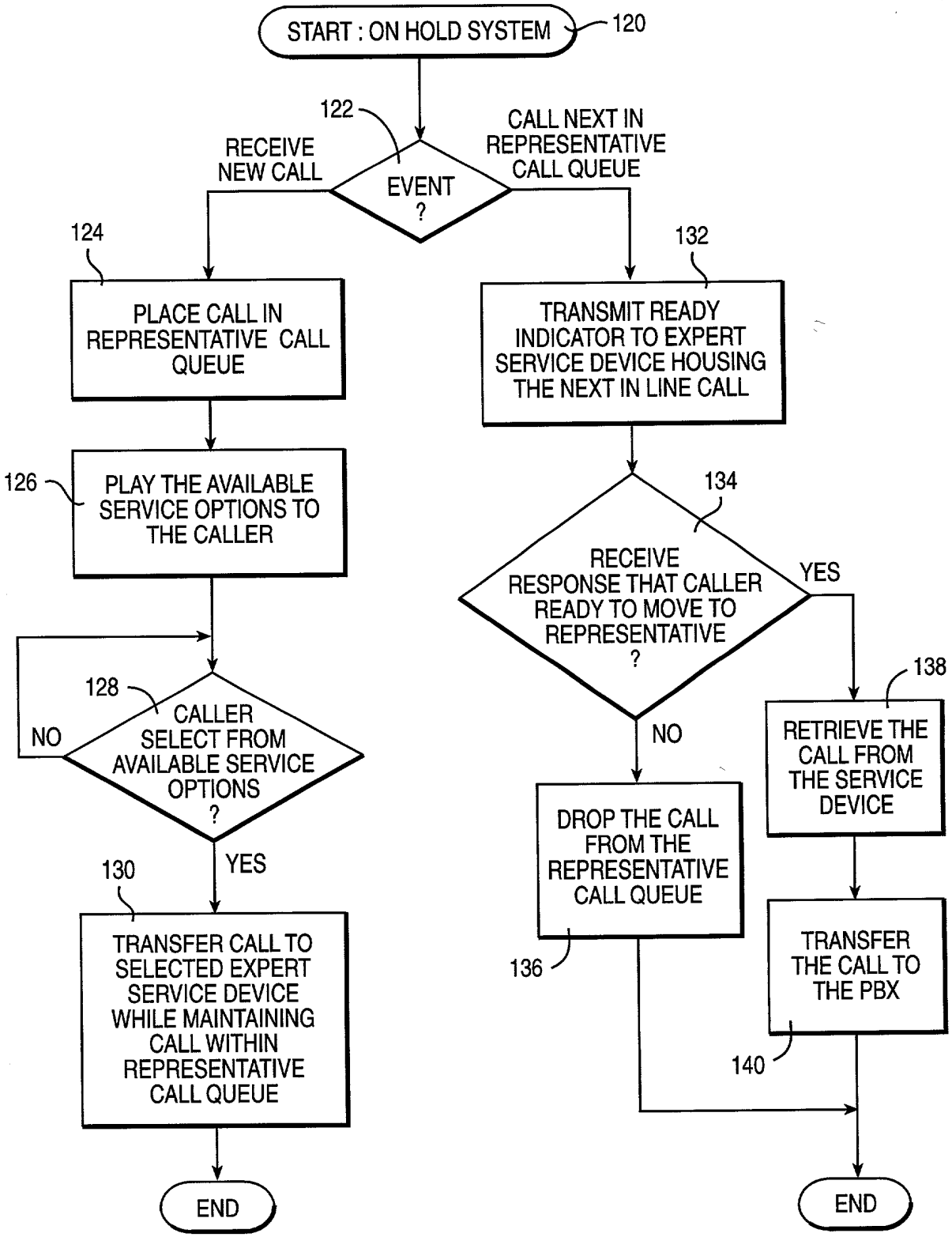
START : ON HOLD SYSTEM
120
122
EVENT ?
RECEIVE NEW CALL
CALL NEXT IN REPRESENTATIVE CALL QUEUE
124
PLACE CALL IN REPRESENTATIVE CALL QUEUE
126
PLAY THE AVAILABLE SERVICE OPTIONS TO THE CALLER
128
CALLER SELECT FROM AVAILABLE SERVICE OPTIONS ?
NO
YES
130
TRANSFER CALL TO SELECTED EXPERT SERVICE DEVICE WHILE MAINTAINING CALL WITHIN REPRESENTATIVE CALL QUEUE
END
132
TRANSMIT READY INDICATOR TO EXPERT SERVICE DEVICE HOUSING THE NEXT IN LINE CALL
134
RECEIVE RESPONSE THAT CALLER READY TO MOVE TO REPRESENTATIVE ?
YES
NO
136
DROP THE CALL FROM THE REPRESENTATIVE CALL QUEUE
138
RETRIEVE THE CALL FROM THE SERVICE DEVICE
TRANSFER THE CALL TO THE PBX
140
END

FIG. 8

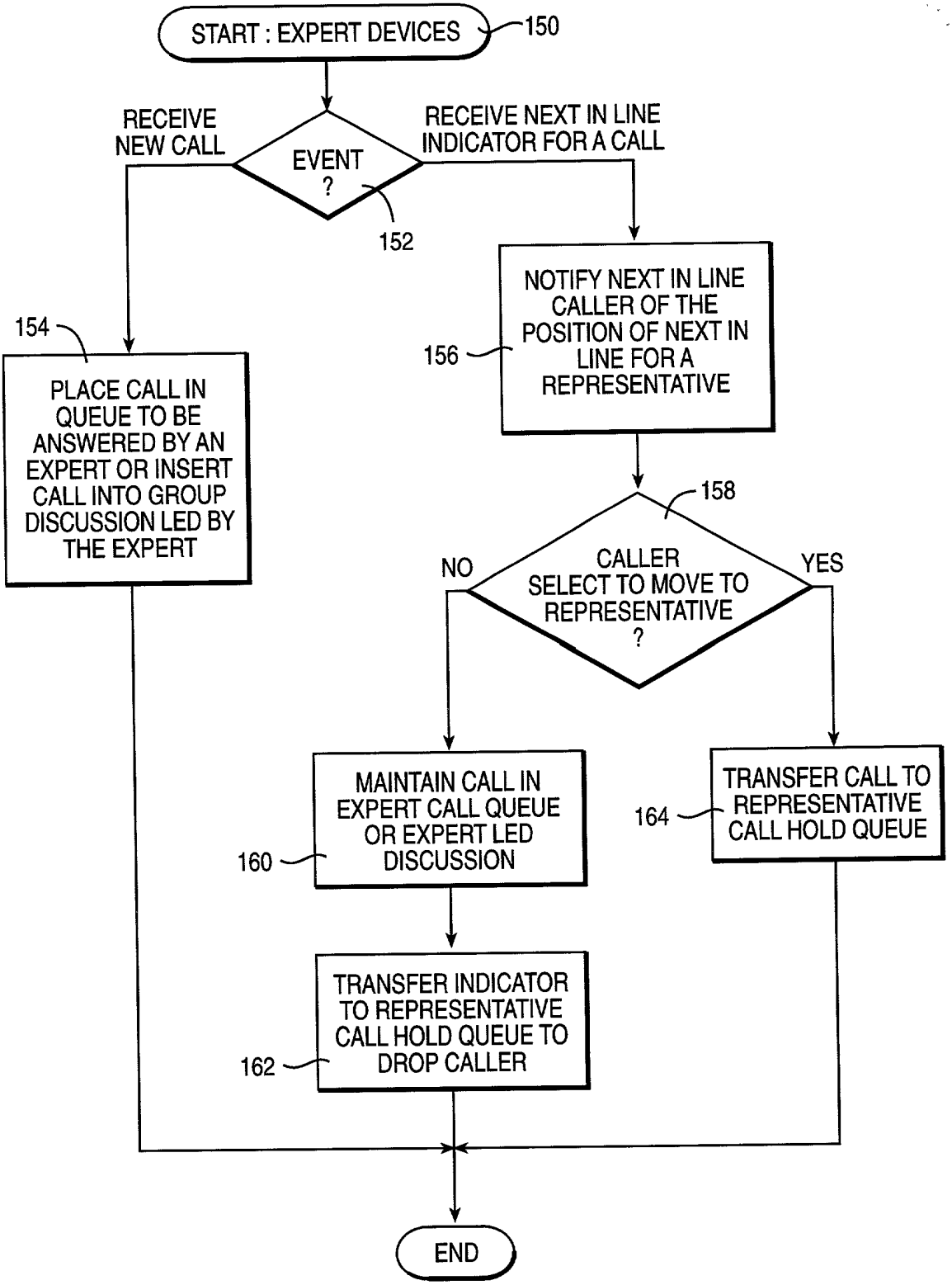
START : EXPERT DEVICES
150
RECEIVE NEW CALL
EVENT ?
RECEIVE NEXT IN LINE INDICATOR FOR A CALL
152
154
PLACE CALL IN QUEUE TO BE ANSWERED BY AN EXPERT OR INSERT CALL INTO GROUP DISCUSSION LED BY THE EXPERT
156
NOTIFY NEXT IN LINE CALLER OF THE POSITION OF NEXT IN LINE FOR A REPRESENTATIVE
158
NO
CALLER SELECT TO MOVE TO REPRESENTATIVE ?
YES
160
MAINTAIN CALL IN EXPERT CALL QUEUE OR EXPERT LED DISCUSSION
164
TRANSFER CALL TO REPRESENTATIVE CALL HOLD QUEUE
162
TRANSFER INDICATOR TO REPRESENTATIVE CALL HOLD QUEUE TO DROP CALLER
END

FIG. 9